

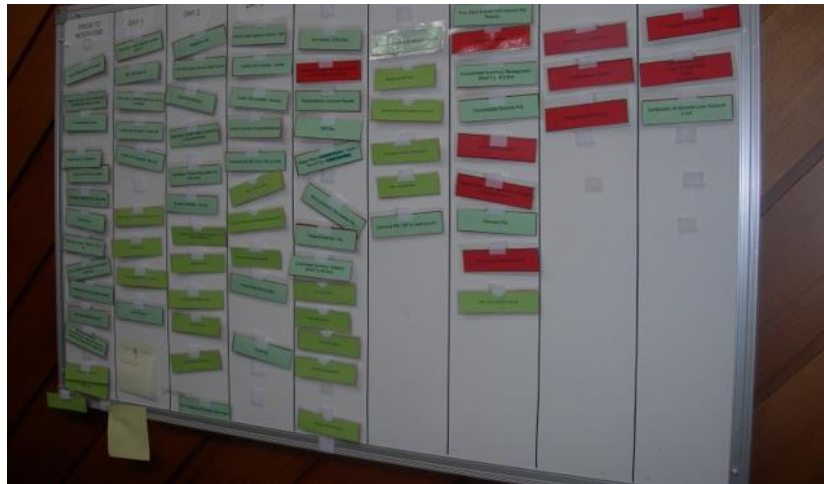
Workshop Overview

Lean for Office, Service and Sales

Applying 'Lean and Kaizen' to improve Service systems

Applying Lean and Kaizen thinking to Office, Service and Sales functions delivers a dramatic improvement in overall organisational effectiveness, and more importantly, leads to greater staff engagement to improve processes and increase customer satisfaction.












We will take your people on a journey from 'Not Knowing' to implementing service improvement projects.



Finance 'Kamishibai Board' for End-of-Month

Interactive Learning Resources

The resources used for facilitating group learning are:

-  “*The Big Picture*” Puzzle and Insights.
-  “Where are we now?” Performance Assessment Framework
-  “*The Plug Factory*” Simulation.
-  “*Lean for Sales, Office & Service*” Lean Fundamentals Workbook.
-  Case Study – “1 Week through the Factory, 7 Weeks in the Office”
-  “*Global Megacorp*” Service Simulation
-  “Green Stream Thinking” for Service Systems
-  The “Seven Customer Service” Wastes
-  The “Fourteen Office” Wastes
-  Case Study – “Reducing End-of-Month at Housing Services”
-  “Makigami & Process Mapping” to improve Service Processes

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Workshop Concepts

The Big Picture - Purpose of Business	Traditional vs Kaizen Thinking – why achieving results, reducing costs is critical to organisational success.
The Current State	<i>Where is your organisation now?</i> We introduce a comprehensive Lean Assessment Tool – free – for your team to apply after the workshop.
Lean Fundamentals – Creating Flow	To apply Lean and Kaizen principles to Service, we must first understand Lean Principles.
Making Service Processes Visible	As much Office, Sales and Service activity is invisible, the challenge is making work ‘visible.’
‘Batching’ in Office & Service systems	As we can’t ‘see’ services processes, we inadvertently create ‘batches’, which reduce overall productivity.
Seven Deadly Wastes	We translate the traditional ‘Seven Deadly Wastes’ into the Office, Sales and Service context.
Seven Customer Wastes	Service systems generate ‘Customer Wastes,’ leading to dissatisfaction and loss of customers.
Fourteen Office Wastes	Service systems, being largely invisible, inadvertently generate their own unique wastes.
Green Stream Thinking	The importance of identifying the critical activities and processes in your Service systems.
Types of Demand	Not all activity in Service systems is equal – we need to identify ‘Customer Demand’, ‘Company Demand’ and ‘Failure Demand.’
Creating ‘Flow’ in Office, Service & Sales Systems	‘Flow’ is equally important for Office, Sales & Service systems, especially as much of the work can be ‘invisible.’
Process Mapping, and ‘Swim Lanes’	We introduce ‘mapping tools’ to capture Office, Sales and Service flows for improvement.
Improving Service Systems	Lean tools such as ‘Kamishibai Boards’ can dramatically improve Service flows and delivery.

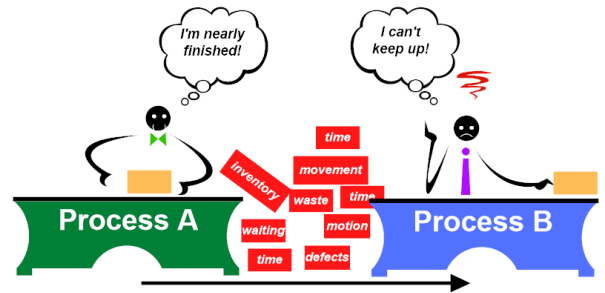
Workshop Highlights

The 'Lean for Office, Sales and Service' workshop engages all staff in Lean and Kaizen thinking and tools to achieve results.

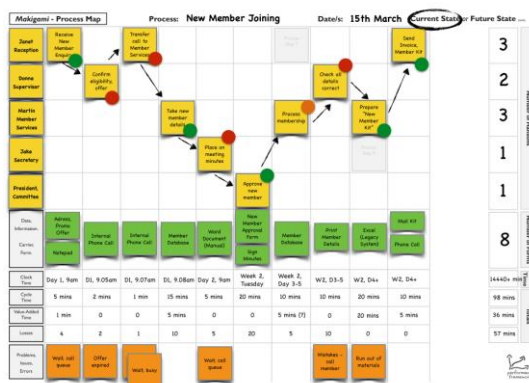
To give you some insight on what to expect in this workshop, some graphics, highlights and concepts include:



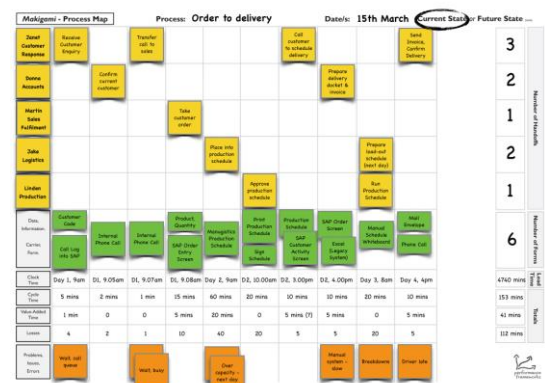
Kamishibai Board for Finance *End of Month*



Kaizen - Cost Reduction Thinking



Process Map - 'New Member'



Process Map - 'Order to Delivery'



'Glass Wall' Management - Mini-Company Board

Workshop Outcomes and Results

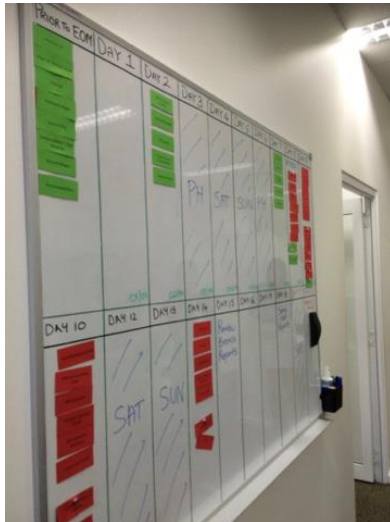
The outcomes and results to expect from the ‘Lean for Office, Sales and Service’ will be agreed with your management team, and our workshop will be customized to meet your goals. To give you some insights and what can be achieved, some ideas include:



‘Plug Factory’ for Service Sector



Agreed Improvement Projects



End-of-Month Kamishibai Board



‘Colour-Blind’ Simulation in Public Sector


Trolley – Time Saving



Travel Distance:	30 metres	Travel Distance:	Consumables at hand
Walk Time:	2 minutes return	Travel Time:	Negligible
Trips Per Job:	5-10 average	Trips Per Job:	As many as required!
Walk Time per Job:	20-30 minutes	Walk Time per Job:	Eliminated

Improvement Projects

Workshop Details

Duration	One Day.
Locations	 On-Site at your premises.  Hired Training Room at your locality.
How many people can attend?	 From 8 to 24 people for maximum engagement.  Minimum: At least 8 people to fill simulation roles.  Maximum – see ‘Conference Delivery’ below.
Target audience?	Anyone , at all levels in your organisation.
Is this workshop available for conference delivery?	Yes. Lean for Office, Sales and Service’ makes an excellent small conference starter (24 max.)
Is this workshop accredited?	No. For maximum flexibility, we do not offer accredited programs.
Can this workshop be customised?	Yes. We are happy to customize all resources – workbooks, handouts etc – with your corporate branding. Contact Glen for pricing.
Can we build In-House capability and deliver ourselves?	Yes. We are happy to help you build in-House capability. Contact Glen for pricing.
Is this workshop available for delivery in regional locations?	Yes. We enjoy travelling and delivering in regional locations. We minimize travel costs. Contact Glen for an estimate of t&a costs for your location.
Is this workshop available for on-line and/or remote delivery?	No. ‘Lean for Office, Sales and Service’ workshop requires hands-on participation. Call Glen for alternatives ways of learning Lean Fundamentals.
Is there any prework required?	No. We just ask you to attend with an open mind and have fun in these simulations.
Is there post-workshop support?	Yes. We make Fridays available for ‘free’ ¹ post-workshop support.

¹ Free workshop support is available any Friday – up to one hour per client company, upon booking any available slot through our Scheduling Calendar.